

GOVERNMENT OF TELANGANA

ABSTRACT

Municipal Administration and Urban Development Department – ‘Online approval system’ - Establishment of State Level Program Management Unit (PMU) for ICT enablement of Development Permission Management System and constitution of State level Steering Committee - Orders – Issued.

MUNICIPAL ADMINISTRATION AND URBAN DEVELOPMENT (M1) DEPARTMENT

G.O.Ms.No.138,

Dated: 16.05.2016.

Read the following:-

1. G.O.Rt.No.33, MA&UD (M1) Dept., Dated: 22.01.2016
2. G.O. MS No.65 MA&UD (M1) Dept., Dated: 04.03.2016.
3. From ASCI Hyderabad, Dated: 28.03.2016.

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ORDER:

To facilitate ‘Ease of Doing Business’ Government have proposed to introduce ‘online approval system’ in all Urban Local Bodies of State for issue of building / Layout permissions. M/s. Softech Consultants, Pune have developed ‘Online approval system (DPMS – Development Permission Management System) for Hyderabad Metropolitan Development Authority and same is working well. To adopt the same in other Urban Local Bodies / UDAs a Committee has been constituted in the reference 1st read to negotiate with M/s. Softech Consultants, Pune and finalize the contractual (financial) arrangements to develop the similar system in Greater Hyderabad Municipal Corporation and other local bodies.. In pursuance of the same the Committee has negotiated with M/s. Softech Consultants, Pune and made certain recommendations and same have been approved by the Government vide reference 2nd read above and the Commissioner, Greater Hyderabad Municipal Corporation, Director of Town & Country Planning, Hyderabad and Commissioner & Director of Municipal Administration Department, Hyderabad were requested to take further action as per the recommendations of the Committee and to meet the expenditure from the existing Budget provisions.

In the reference 3rd read above, the Administrative Staff College of India, Hyderabad (ASCI Hyderabad) who is the Project Monitoring Unit for DPMS – Development Permission Management System have sent a proposal to the Government for Establishment of State Level Program Management Unit (PMU) for ICT enablement of Development Permission Management System. The proposal includes constitution of a Steering Committee at the State level to review the progress of Development Permission Management System.

Government after examination of the matter hereby approve the proposal of ASCI Hyderabad for Establishment of State Level Program Management Unit (PMU) for ICT enablement of Development Permission Management System as detailed in the Annexure and hereby constitute the State level Steering Committee with the following officials:-

- | | | | |
|---|--|---|----------|
| 1 | Commissioner and Director of Municipal Administration | : | Chairman |
| 2 | Commissioner , Greater Hyderabad Municipal Corporation | : | Member |
| 3 | Director of Town Planning | : | Member |
| 4 | Representative from ASCI Hyderabad | : | Member |
| 5 | Representative from Partner / Vendor (M/s Softech Consultants, Pune) | : | Member |

The Committee is responsible for the business issues associated with the project that are essential to the success and project outcomes. This includes defining and

realizing benefits, monitoring risks, quality and timelines, engaging and compensating for additional services, making policy and resourcing, and assessing requests for changes to the scope of the project. The Committee shall meet regularly and shall provide guidance to all ULBs/UDAs on overall strategic direction for the project and inform the same to Government from time to time.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF TELANGANA)

**M.G. GOPAL
SPECIAL CHIEF SECRETARY TO GOVERNMENT**

To
The Commissioner & Director of Municipal Administration Department, Hyderabad.
The Commissioner, Greater Hyderabad Municipal Corporation, Hyderabad.
The Director of Town & Country Planning, Hyderabad
The Administrative Staff College of India (ASCI),
Bella Vista, Khairatabad, Hyderabad,
The M/s. Softech Consultants, Pune

Copy to:

The Metropolitan Commissioner,
Hyderabad Metropolitan Development Authority, Hyderabad.
SC/SF.

//FORWARDED ::BY:: ORDER//

SECTION OFFICER.

Annexure

(to G.O.Ms.No.138, dt:16.05.2016)

State level Program Management Unit (PMU) for the ICT enablement of Development Permission Management System project for Telangana State

1.0 Introduction

The Department of Municipal Administration and Urban Development, Government of Telangana has been focusing on IT enablement of the Development permissions across the state. As an Initial phase the Government had taken-up the project in Hyderabad Metropolitan Development Authority (Telangana State) HMDA. Based on the success of the project implementation the initiative is being planned to be scaled up across the state in the following locations:

- a. GHMC
- b. DTCP consisting of
 - a. Head Office
 - b. 2 Regional offices
 - c. 6 corporations
 - d. 28 Municipalities
 - e. 22 Nagara Panchayats

In order to bring about a quantum leap in making it easy for the Citizen to obtain permissions and to adhere to the guidelines of EODB MAUD, Government of Telangana has constituted a high level committee to procure the solution implemented at HMDA. The committee has been Chaired by Special Chief Secretary, with Finance Secretary, IT secretary and Heads of Departments as Members. The Committee has asked Softtech Engineers Private Limited to scale-up the solution of HMDA across the state of Telangana on mutually agreed terms.

The IT application software proposes to enable

- planning
- co-ordination
- supervising
- promoting
- securing

for the planned development of the State of Telangana.

It coordinates the development activities of the municipal corporations, municipalities and other local authorities.

In the process of making Telangana State a role model Development Authority for the rest of the nation, Telangana State has initiated the process of identifying specific activities that could be brought under ICT enablement that have substantial impact on the service delivery to the Citizen.

The major areas include

- Development Permissions
- Layout Permissions
- NOCs
- Integrations and Master Plan

Looking into the complexity of the initiative and the technical assistance required to ICT enable the above mentioned activities Telangana State felt it essential to have a PMU (Project Management Unit / Office) independent of the technology implementation teams to offer Technical Assistance through-out the life cycle of the project and have requested Administrative Staff College of India (ASCI) to provide this assistance.

In response to this the Administrative Staff College of India has submitted this proposal to provide support for a period of 24 months to address the following:

1. Technology partner Management (Vendor Management)
2. Domain and Technology support during project deployment
3. Process Reengineering support and standardization of processes at various locations
4. Project management and execution support
5. Acceptance testing post deployment and Payment certification for the milestones during the deployment phase
6. SLA management during Project Operational support phase and Payment certification along with Requirement Change management for enhancements during operations phase
7. Capacity building support

2.0 About the Development Permission Management System (DPMS) for Telangana State

Telangana State in exercise of its power accords technical approval to buildings consisting of residential, commercial, institutional, industrial, warehousing etc. The approvals for these are currently being provided manually and Telangana State intends to use ICT to provide integrated services to the citizens by deploying appropriate tools of Information and Communication Technology (ICT).

In light of the above, Telangana State has initiated the process of identifying specific activities that could be brought under ICT enablement that have substantial impact on the service delivery to the Citizen.

The major areas include

- **Layout Permissions**
 - Layout with plots – can be gated or open
 - Residential Layout with housing type design and gated community
 - Group housing- can be gated or open
 - Group development – can be gated or community
- **Development Permissions at Head office**
 - Residential buildings
 - Individual buildings with High rise and low rise permissions
 - Group Housing with Multi-storied / High rise and Non Multi-storied / low-rise permissions
 - Group development permissions – development of residential buildings in an area of 4000sq.m and above. These could be row houses, semi-detached/ detached houses, Apartment blocks or High-Rise buildings or mix or combination of above
 - Commercial buildings
 - Individual buildings permissions for High-Rise and Low-rise
 - Group building permissions both Multi-storied/ High-rise and Non multi-storied/ low-rise)
 - Institutional permissions for Colleges, schools, hostels, hospitals etc
 - Industrial permissions
 - Warehouses permissions
 - Other permissions.
- **Issuance of No Objection Certificate**
 - Quarries and Mines
 - Inflammatory material such as Petrol / Diesel outlets
 - Single window cases
 - Other NOCs.
- Any other related land development permissions

Telangana State currently processes these approvals manually and are through their Head Office (HO) their Zonal Offices (ZO) Circle offices (CO) for GHMC, 6 Corporation, DTCP with its Regional offices and district offices and various ULBs and Nagar panchayats. The project can be phased at GHMC and DTCP in first phase followed by 6 Corporations and the ULBS over the next 12-18 months followed by operational support depending upon the need for pilot running and adoption of the ICT solution through continuous capacity building programs by the staff of Telangana State.

The proposed ICT solution should take care of the entire Life cycle of the development permission process. These includes

- Acceptance of the applications electronically and manually
- Submission of the Autocad or any such similar or suitable software based Drawings electronically
- Verification and validation of the compliance to the DCR
- Generation of the report field verification checklist
- Updation of the Site Visit and field verification by the field staff
- Approvals and permission documentation
- Preparation of the proceedings and final approvals and storing them by indexing for access in the record room
- Digitizing the final approvals and Archiving them for quick access

The proposed solution has to meet the following technical requirements:

	Technology	Requirements/ Features
1	Portal /Webiste	<ul style="list-style-type: none">• Download application forms• Online submission of Application with necessary documents, plans/drawings etc• Generation of Unique ID for each application• Online application status tracking• Upload/ publish approved layouts /plans• Download approved layouts
2	CAD drawings	Automatically identifies and reads the building development plan and layout objects from the drawing, Map objects in drawing to DCR and should generate variance report
3	Document Management System	<p>The system should provide state- of-the- art technology, enabling digitization and automate into paperless office. It essentially involves image conversion of paper documents into electronic images on a computer</p> <p>The system should ensure that all documents (including drawings/ plans/layouts) are digitized and stored in central repository in a structured manner for easy access and retrieval with proper controls.</p> <p>The solution to be easy to configure and implement so as to integrate into existing infrastructure and applications. It should archive records in a non-proprietary format that can be read on any operating system without special software or any viewers into the foreseeable future. Documents stored in the system should retain its original format and run in its native application when retrieved. The system should allow easy transfer of images to any other systems.</p> <p>The solution should offer comprehensive range</p>

		<p>of cost effective services</p> <ul style="list-style-type: none"> • Scanning and indexing each page of document • Support for bulk scanning, web scanning • Versioning of the document • Role based access to the documents • Support for viewing a large number of file formats. The system should support all commonly used file formats as MSOffice, Acrobat, TIF, JPEG, GIF, BMP, HTML etc. • Direct upload of scanned Documents to DMS • Association of the document with Workflow Management System • Movement of the document based on selected Parameters • Archival of data/document on pre-defined parameters • Audit trails – All the actions done by the Users.
4	Work flow Management system/ File tracking system	<p>Process workflows to be comprehensively automated across all activities so that no process steps are missed and reduce repetition of jobs - Data entered once and used several times</p> <ul style="list-style-type: none"> • Configurable roles based work flows • Systematic file monitoring and time based auto escalation process • Alerts on delays • Facility to mark the application to other officer • Reassign tasks in absence of the officer • SMS/ Email notification to officers and applicants • Automatic file tracking for identifying the stage of process flow • Secure & seamless integration with related departments for better accessibility and extraction of data • Applicant file history
5	Integrations	<ul style="list-style-type: none"> • Mobile applications • SMS gateways – Status updation • Payment gateways – Online payments • Hand held devices - Field verification check list, Upload of site verification photographs and verification reports, online fee collections (Card and cash) • GIS • Master plans • Digital signature- approvals • Finance dept – posting of payments into ledgers • Grievance Redressal system – Customer complaints • Any other applications
6	Data Analytics	<ul style="list-style-type: none"> • Authorized constructions, Unauthorized constructions • Pending applications • SLA /Citizen charter monitoring • MIS reports

Objective of the Development Permissions Management System (DPMS)

- ✓ Provide On-line Development permissions to the Citizens by the usage of appropriate technology to
- ✓ Integrate the entire organizational workflows across the zones with the effective use of ICT for better service delivery to the Citizens
- ✓ Refine and define the processes to make the service delivery simple and convenient to the citizen and to all stakeholders in the system
- ✓ Build the required ICT solution and deploy based on the Acceptance certification by ASCI
- ✓ Ensure onsite technical and operational manpower support for implementation, handholding and parallel run post “go-live” for the ICT solution for a period of one (1) year on site at various locations of Telangana State post implementation
- ✓ Build capacity within the organization for the smooth adoption of ICT enabled service delivery to the Citizens including change management
- ✓ Work on the organizational processes and enable smooth transition of the current system to the proposed system by efficient implementation and handholding process

It is suggested that a phased development and implementation strategy could be adopted. Initially the development could be for Residential permissions followed by other permissions. The phased model of ICT enablement ensures steady adoption of technology by all the stakeholders and also enables coverage and outreach for service delivery in a comprehensive manner.

3.0 Scope of work – Program Management Unit (PMU)

In order to achieve the objectives of DPMS for Telangana State and to provide continuous support for Project management it is suggested that a PMU be established with the following objectives:

Objectives of PMU

- i. To provide the required Domain expertise to ensure the translation of the requirements and process refinement, alignment for effective ICT enablement
- ii. To offer Technical assistance and support to determine the usage of appropriate technology options and the Road map for technology adoption
- iii. To monitor and support the identified Vendor for the execution of the initiative and ensure the contractual obligations are met by the vendor
- iv. To provide the requisite technical and managerial support to ensure effective implementation of the DPMS initiative
- v. To assist Telangana State in planning, monitoring, reviewing, evaluating
- vi. To be the SLA management representative of Telangana State and certify the payments and acceptance testing of the deployed solution for mile stone payments
- vii. To ensure effective data management by the identified technical partner / vendor
- viii. To assist Telangana State in Capacity building and enhancing the Project management skills with in the engaging institution
- ix. To provide guidance Telangana State in ensuring the documentation of all activities for a smooth transfer of technology post implementation

The role of PMU would encompass the following, but not be limited to:

- ❖ ASCI to be the Single nodal agency as a **Technology and Project Management Partner** provide for a 2 year period with a 5 member team operating from ASCI Khairtabad
 - ❖ Consisting of a Project Director, 1 Technical Manager GHMC, 1 Technical Manager DTCP and 6 corporations, 2 Technical Support staff, 1 Project support and capacity building coordinator
- ❖ As a Technology and Project Management Partner provide
 - ❖ Domain Support
 - ❖ Technology Support
 - ❖ Project Management Support

- ❖ Acceptance Testing Support
- ❖ SLA management Support
- ❖ Training and Capacity building support
- ❖ Data Management Support
- ❖ Technology transfer and Documentation Support
- **Domain Support**
 - Refine, define and re-engineer some of the processes for ease in ICT adoption for the identified Technology partner / vendor
 - Bring in the best practices that enhance the value proposition to all the stakeholders in the system and also organize field visits to understand the usage in other municipalities
 - Support the identified vendor in preparing the technical detailed functional specifications for ICT enablement
- **Technology Support**
 - Define the technology Road map and provide the Architectural framework for the ICT adoption
 - Provide required inputs for Technology Options to be made in solution selection
- **Project Management / Execution Support**
 - Enhance ownership of the project by Telangana State through a continuous consultative processes
 - Support and monitor DPMS project
 - Monitor implementation as per the contractual agreements
 - Provide technical hand-holding support to Telangana State in project implementing along with agencies and state government
 - Establish Project Management Practice in Telangana State specifically for DPMS initiative
 - Arrive at the time bound project plan and detail schedule
 - Monitor the project vis-à-vis the project plan
 - Report on progress to Telangana State covering status of activity completion, Detailed Project Reports, Utilization Certificates, and Quarterly Progress Reports etc
 - Ensure effective and timely reporting of progress of implementation of the Initiative
 - Enforcing the Contractual obligation
 - Project Scope management and resolution of all project related issues
- **Acceptance testing Support**
 - Monitoring the progress of the project on a day-to-day basis with the Application developed by identified vendor vis-à-vis milestones and deliverables
 - Certify payments
 - Support adherence to Standards and Periodic audits on compliance
 - Direct vendor to Provide MIS reports on various aspects of the DPMS system
 - Interface with Connectivity partner, Banking partners, other Technology partners and ensure the acceptance test process for these interfaces
 - Ensure establishing Acceptance Test procedures through third party external agencies to evaluate the compliance of the standards for the IT solution
 - Appraise and monitor efficient utilization of funds disbursed and be the certification agency for release of payments to the vendor based on the performance of the specific milestones mutually agreed upon terms of the contract
- **SLA Support**
 - Establishment of SLA monitoring processes for
 - Manpower deployment
 - Solution Uptime
 - Response to bugs, enhancements etc
 - Reporting and modifications to reports
 - Ensure 100% operations support of the Application software by the vendor
 - Enhance the feature set with the changing technology options
 - Enable the Change control board for solution enhancement
 - Establish bug fixing and maintenance processes

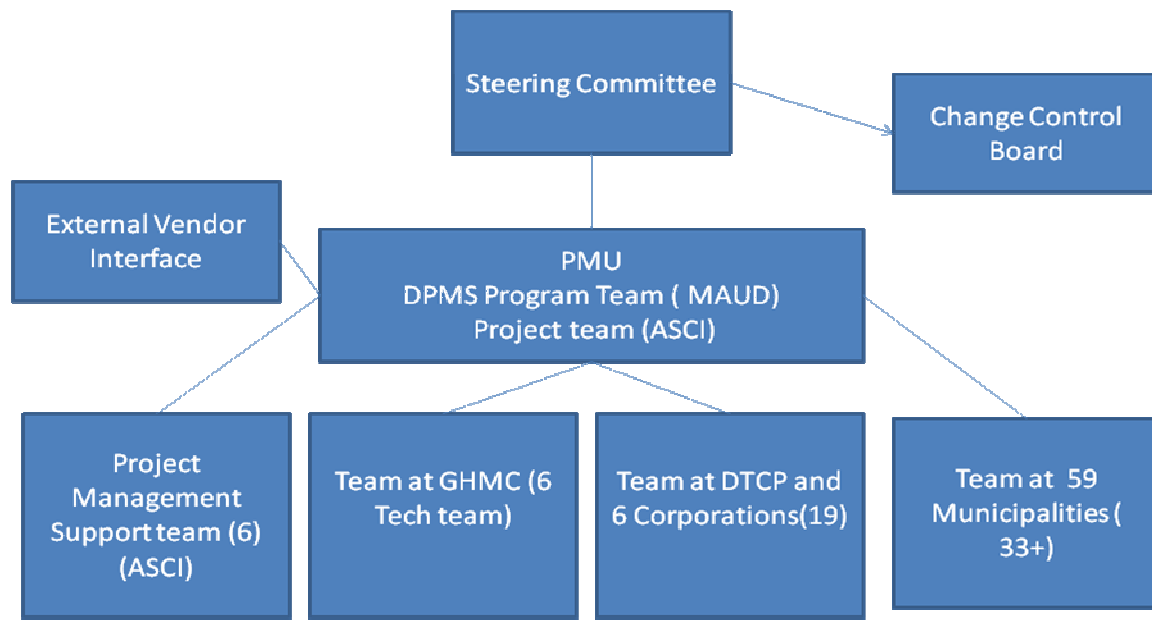
- Establish Development, Production, Testing ,Deployment framework of the solution provided
- Continuous evaluation and feedback on the performance of the system
- Ensure Security management and User management by M/s Mother Technologies
- Ensure 100% solution documentation
- **Technology Transfer and Documentation Support**
 - Provide Architectural and integration framework for implementation by vendor
 - Interface with Technology and Connectivity partners for Load balancing and performance fine tuning
 - Ensure proper documentation of the solution including
 - Functional specs
 - SRS
 - Design documents
 - Acceptance Test Plans
 - Acceptance Test Reports
 - User manuals
 - Training material for usage
 - System administration and data management manuals
- **Training and Capacity Building and Change Management support**
 - Support initiatives for capacity building for all stakeholders on
 - Technology usage and adoption
 - Process definitions
 - ICT enabled Service delivery
 - Provide the required change management strategy for early adoption with minimal resistance
 - Conducting any specific training programs on mutually agreed commercial terms on a program-to-program basis
 - Monitor and Support in application training along with tech partner / vendor
 - Assist tech partner / vendor with the transition from the current system to the new system and monitor implementation
 - Support in building the ICT team internally with the department and build capacity on technology management and support knowledge transfer from tech partner / vendor
- **Data Management support**
 - Monitor the compliance of the identified tech partner / vendor to data management, data security and data maintenance
 - Ensure standard operation procedures for Backup and recovery

SPECIFIC ACTIVITIES

- i. Manage the project with various experts required time to time for the Program Management Unit
- ii. Provide technical support for the PMU to ensure effective implementation of system
- iii. Ensure acceptance testing procedure standardization and verification
- iv. Ensure direct involvement of ASCI through providing personnel , Technical Team Leader, other full time and short term experts
- v. Provision of an Advisory Group to steer the activities of the PMU
- vi. Report on progress of activities and close coordination with Telangana State in the discharge of the roles and responsibilities specified for various experts
- vii. Provide Office space with computer, communication and other infrastructure facilities to the team for working out of the ASCI campus.
- viii. Provide infrastructure support for all training programs as a part of Capacity building

4.0 Project Management

PMU and Reporting Structure



Steering Committee:

A Steering Committee headed by CDMA & DTCP, Commissioner, GHMC, representatives from ASCI Hyderabad and Partner / Vendor as Members operates at the apex level and provide guidance on overall strategic direction for the project. Steering Committee is responsible for the business issues associated with the project that are essential to the success and project outcomes. This includes defining and realizing benefits, monitoring risks, quality and timelines, engaging and compensating for additional services, making policy and resourcing, and assessing requests for changes to the scope of the project This committee meets once a month in the first 3 months and shall meet once a quarter subsequently

Roles and Responsibilities

Collectively, Steering Committee's role is to:

- ✓ Monitor / Oversee all the activities under the project so that all the stake holders achieve their desired objectives in the project.
- ✓ Provide those directly involved in the project with guidance on project business issues;
- ✓ Provide approvals for expenditure for enhancement of service and infrastructure enablement
- ✓ Ensure that strategies to address potential threats to the project's success have been identified, costed and approved, and that the threats are regularly re-assessed
- ✓ Address any issue which has major implications for the project
- ✓ Reconcile differences in opinion and approach and resolve disputes arising from them.

Project Management Unit (PMU)

PMU is the implementation and monitoring committee operating from ASCI and shall consist of nominated members from all participating departments. The team will provide the necessary framework within which the project should be executed and achieve the desired objective. The PMU shall report the to the Steering committee regarding the progress of implementation of the project across the state. The PMU has a Project Cell headed by the Program Manager nominated by ASCI. The PMU shall meet once a fortnight initially for the first three months and shall subsequently meet once a month.

For effective implementation of the project Telangana State, and the selected vendor shall nominate one Project Manager / coordinator from each side to monitor, drive, coordinate the implementation of the project across the city. The Project Managers / coordinators will report the progress of the project along with the Program Manager ASCI to the steering committee at regular intervals and escalate issues to be resolved for smooth implementation of the project.

Membership

- ✓ Program Manager ASCI
- ✓ Technical Leader GHMC – ASCI
- ✓ Technical Leader DTCP + 6 corporations– ASCI
- ✓ Technical Coordinator – GHMC
- ✓ Technical coordinator - DTCP
- ✓ Technical coordinator - CDMA
- ✓ Project Manager – Partner/ Vendor

Roles and Responsibilities

Collectively, PMU is responsible for:

- ✓ Set up Project Priorities in alignment with the Agreement with the partner.
- ✓ Monitor the execution of the Project by regular Status reviews and Update progress to the Steering Committee
- ✓ Take up any issues related to deviation in scope and Agreement to the Change Control Board.
- ✓ Will Coordinate with departments and ensure that the SLAs are realized as per the agreement
- ✓ Ensure the acceptance processes are enabled and reviewed periodically
- ✓ Primarily responsible for the execution of the Projects within time, resource and cost budgets to quality, which will ensure Implementation Team's/ customer satisfaction on the project
- ✓ Primarily responsible for giving the necessary support to Selected vendor for effective implementation of the project
- ✓ Issuance of circulars, guidelines and working instructions for the smooth execution of the project
- ✓ Provide budgetary estimates for service and infrastructure enhancements for the approval of the Steering committee
- ✓ Enable the Change control process
- ✓ Monitor / Oversee all the operational activities
- ✓ Oversee SLA adherence and conduct periodic reviews
- ✓ Provide those directly involved in the project with guidance on project business issues;
- ✓ Address any issue which has major implications for the project at the implementation level.
- ✓ Report to the state Steering Committee

Change Control Board (CCB)

The Change Control Board (CCB) represents the interests of program and project management by ensuring that a structured process is used to consider proposed changes and incorporate them into a specified release of a product. The CCB shall request that impact analysis of proposed changes be performed, review change requests, make decisions, and communicate decisions made to affected groups and individuals. A Change Control Board is established in order to manage the change control process in a fair and stable manner. The Change Control Board serves as the focal point for change management and retains the authority for deciding which proposed changes actually get incorporated into a work product.

Membership

- ✓ Program Manager ASCI
- ✓ Technical Experts – ASCI

- ✓ Technical Coordinator – GHMC
- ✓ Technical coordinator - DTCP
- ✓ Technical coordinator - CDMA
- ✓ Technical Project Manager – Partner/ Vendor

It is expected that the board will meet either on a periodic basis or whenever a key change or group of changes requires consideration. The Program Manager will act as its facilitator and will serve as the focal point for collecting change requests, coordinating change board meetings, and the like. The CCB reports the requests to the Steering Committee which takes the final decision on the changes to be implemented

Role and Responsibilities

- ✓ The Change Control Board has is established for the management of changes that affect the scope of the Project. The basic functions of the Change Control Board are as follows:
- ✓ Ensure that changes are reviewed and implemented on a timely basis.
- ✓ Ensure change is made in a organized and controlled manner
- ✓ Identify technically sound improvements having high benefit-to-cost ratios and thereby enhancing overall business performance
- ✓ Interface with those impacted to coordinate implementation of the change in an coordinated effort
- ✓ Manages change activity from initial request through technical recommendation, to approval for implementation
- ✓ Minimize the risk of scope creep in the Project
- ✓ Provide on open forum to discuss ideas and or concerns

5.0 Project Management Unit (PMU) Team Composition

ASCI shall procure the services of the experts and /or agencies in accordance with the competencies outlined in the section 5.0 of this document to coordinate, support and monitor the project.

ASCI personnel shall function as Program Manager, Domain experts and Team Leader along with the documentation and support team. The support of an Advisory Group shall also be made available to the project on a need basis

Team Composition

- ✓ Project Advisor
- ✓ Program Director
- ✓ Technical Leader - GHMC (ICT technical Project Lead)
- ✓ Technical Leader - DTCP + 6 Corporations GHMC (ICT technical Project Lead)
- ✓ Support Staff 2 members one under each Technical leader
- ✓ Project support and Capacity building coordinator 1

#	Team Member	Duration	Remarks
A	Program Advisor	15 days spread over a 12 month every year	Offers advisory support for the program bringing-in best of the practices
B	Program Director (1)	24 months	Heads the PMU and Responsible for overall project and represents the project progress to the Steering Committee and Technology advisory provides minimum of 7 working days a month

C	Technical Leader (2) One for GHMC and One for DTCP +6 corporations	24 Months	Responsible for the day-to-day activities of the project. Evaluating technology options and the IT solution. Program management and provide assistance in enabling acceptance certification. Also support documentation and in Technology transfer and in testing the IT solution on issues related to scalability and integration. Responsible for enabling the CCB
D	Technical Support Staff (2)	24 Months	MIS, Course support, managing the programs logistics and material preparation
E	Project support and Capacity building Coordinator (1)	24 months	Training program management, course conduct, courseware management, feedback management, field trips etc

Project Duration

The duration of the contract is for 24 months starting from 1st April 2016 to 31st March 2018.

The first phase of 18 months would be for Technology support and Capacity building and implementation support

The second phase of 6 months would be for Operational

6.0 Commercials and Terms of Payment

S.No	Activity	Amount (INR, in lacs)	Remarks
1	Technology and Project Implementation and Monitoring – PMU as per the scope of work	72.0 lacs per annum	1. PMU consists of 6 member team 1 Program Manager + 2 technical leader + 2 Technical support + 1 project support team for a period of 24 months 2. The PMU is set-up within ASCI, including office space, computing environment, administrative and operations support and consulting support.
2	Capacity Building (as per training requirements by the institutions)	On a program to program basis	3. On mutually agreed commercial terms for each program required to be conducted at ASCI

Payment Terms

1. Advance Quarterly payment of Rs. 18 lacs per quarter

Taxes

All amounts specified are exclusive of all applicable local and service taxes.

Validity of the Proposal

This proposal is valid for a period of 60 days from the date of submission.

Support by Telangana State

Capacity building programs that are conducted at customer premises need to be supported by space, training equipment such as computers, projection equipment, photocopying the master course material etc by the customer

7.0 Deliverables

- A. Directly responsible for the following deliverables :

PMU

1. Detailed Project Plan
2. Project Review and monitoring progress reports
3. Submission of Changed Project Plan due to Critical slippages
4. Minutes of the meetings of all reviews
5. CCB requests and decisions
6. Criteria for Acceptance Test procedure
7. Acceptance test reports for IT solution conducted by the technology partner
8. Recommendation letter for Release of Payment to the Steering Committee for the IT solution
- Optional
9. Training program description for Capacity building (Based on the need and the program defined by the customer)
10. Training material – Master copy (Based on the need and the program defined by the customer)

- B. Ensuring that the selected Partner submits the following deliverables

Partner

1. Detailed Functional Specs of the IT solution
2. SRS, Design documentation of the IT solution
3. Acceptance Test plan for IT solution
4. User manuals

M.G. GOPAL
SPECIAL CHIEF SECRETARY TO GOVERNMENT